

# **THE STATE OF KENTUCKY 1915(b) PROGRAM**

Project Name:	Human Service Transportation Delivery System
Originally Approved:	February 1, 1996
Most Recently Renewed:	June 6, 2003
Current Expiration Date:	June 5, 2005

## **PROGRAM SUMMARY:**

The Human Services Transportation Delivery System (HSTD) was developed under the Governor's Empower Kentucky Project. It provides non-emergency medical transportation services to Medicaid beneficiaries through a broker system in 15 regions. The program provides all non-emergency medical transportation services, excluding ambulance stretcher service. The broker is responsible for provision and/or coordination of quality non-emergency medical transportation services.

The program combines the resources of public and private transportation providers to assure adequate access to necessary services, while reducing costs and preventing unnecessary and inappropriate utilization of services.

## **HEALTH CARE DELIVERY:**

The Department of Medicaid Services contracts with the Kentucky Transportation Cabinet to oversee the daily operations of the HSTD program. The Office of Transportation Delivery (OTD) is a sole source provider within the Kentucky Transportation Cabinet that:

- oversees broker procurement through a competitive process.
- oversees 13 brokers in 15 regions who either directly provide transportation services or subcontract services to additional providers.
- maintains an 800 hotline and complaint tracking system to resolve complaints from recipients, subcontractors, and brokers.
- monitors provider performance through review of such tools as annual financial/data audits, broker/provider credentialing and invoicing, field/site review reports and rider survey results.
- serves as ombudsman in the review of denied services.

### **Regional brokers:**

- schedule and dispatch transportation services directly or coordinate services through subcontracted providers.
- assure that the appropriate and most cost-effective mode of transportation is utilized.
- assure that timely, medically necessary transportation services are provided to eligible recipients.
- provide for fleet inspection and maintenance.
- verify and monitor driver fitness.

Rider complaints can be addressed either to the OTD or to the regional broker. Other tools used to determine rider satisfaction and overall program success include:

- rider surveys
- field/site visits for contract compliance
- review of monthly broker/provider invoices
- review of encounter and other transportation data
- annual financial report

The waiver impacts an estimated 620,800 Medicaid beneficiaries. All Medicaid recipients are eligible with the exception of Qualified Medicare Beneficiaries (QMBs.)

**BENEFIT PACKAGE:**

Non-emergency transportation only

**EXCLUDED SERVICES:**

Not Applicable

**LOCK-IN PROVISION:**

Not applicable

**ENROLLMENT BROKER:**

Not Applicable

**COST EFFECTIVENESS/FINANCIAL INFORMATION:**

Broker capitation rates are established annually and are based on beneficiary demographics/distribution. The without-waiver costs were projected to be \$113,529,759 over the two-year renewal period; with-waiver costs are expected to be \$101,823,714, providing a projected cost savings of \$11,706,045 over two years.

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